GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:4056
ANSWERED ON:20.04.2005
SURRENDER OF LANDLINE CONNECTIONS
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Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether according to a survey conducted by the BSNL, a number of land line connections have been surrendered in some of its largest circles in the basic service sector;

(b) if so, the details thereof and the reasons therefor, State-wise;

(c) the amount of revenue loss as a result thereof; and

(d) the manner in which the Government proposes to deal with the situation and compete with private operators?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY (DR. SHAKEEL AHMAD)

(a) Yes, Sir.

(b) Following are major reasons of surrender in major cities:-

(i) Economical factors related to telephone users.

(ii) Due to increase in reliability of landline connections, second telephone connection is not required by some of the customers.

(iii) Surrender of landline in favour of mobile services.

(iv) Shift/transfer of customers to other places or the other service providers.

(c) Inspite of the surrender of some telephones, the net revenue of the company has increased.

(d) Following initiatives have been taken by BSNL to increase number of landlines and to stop the surrender of land lines:-

(i) Providing phone plus services free of cost

(ii) Sulabh plan is introduced to cater low-end demand.

(iii) Second B-fone connection for Internet purpose is offered at concessional rate.

(iv) Rent waiver scheme was introduced to attract lost customers in BSNL back. In this scheme rent was waived off for non-service period.

(v) Special promotional schemes like free registration in on demand area, free installation etc. were introduced time to time basis.

(vi) Launch of Broadband services at very attractive tariffs.